



JUL 30 A 11:11
OFFICE OF
DEFECTS INVESTIGATION

July 18, 2004

San Bernardino, CA

Dear

This letter is in response to your request for a remedy for the Safety Recall Notice: Campaign No. 04E-035 & 04E-036. Title 49 of U.S.C. §30120 states that the manufacturer...shall remedy the defect...without charge when the vehicle or equipment is presented for remedy." To that, EMC is proposing the following solution:

EMC is offering to pick up your vehicle and return it to you with the remedy completed. The remedy will be completed by an EMC Certified Dealer and it will be up to you to make your vehicle available for the remedy. Please provide EMC Customer Service (225) 927-5558 ext. 200 with the date and time the vehicle will be available for pick up.

If you decline this offer, EMC will have no choice but to draft a letter to the California Department of Motor Vehicles stating that your vehicle may not be safe to drive thus endangering yourself and others on the roadway.

Sincerely,

Jon Ross
VP of Technical Operations

✓ cc: George Person, National Highway Traffic Safety Administration